

## **CAP can assist individuals at any time during the rehabilitation process:**

- When you are interested in applying for services
- During the application process
- When you are receiving services
- When you have finished receiving services
- When you have begun working but still have questions or concerns

**APPLYING FOR SERVICES** – Every person who believes that he or she has a disability has the right to apply or reapply for VRS or other Rehabilitation Act programs, beginning with an evaluation of your eligibility for the program.

**PLANNING SERVICES** – You have the right to be involved in planning your rehabilitation program and to be consulted about any changes.

**APPEALING DECISIONS** – You have the right to appeal decisions or actions if you don't agree with them.

**CONFIDENTIALITY** – You have the right to confidentiality and protection from discrimination.



CAP provides services through advocates and attorneys located throughout Indiana. All CAP services are free and confidential.

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## **Contact IPAS:**

Indiana Protection and Advocacy  
Services Commission  
4701 N. Keystone Ave., Suite 222  
Indianapolis, IN 46205

### **VOICE:**

317.722.5555  
800.622.4845

### **TTY:**

317.722.5563  
800.838.1131

### **FAX:**

317.722.5564

### **WEB:**

[www.IN.gov/IPAS](http://www.IN.gov/IPAS)

## **An Equal Opportunity Employer**

Indiana Protection & Advocacy Services Commission is an Equal Opportunity Employer and provides services to individuals with disabilities within the guidelines set forth by federal legislation regardless of race, religion, color, national origin, age, sex, ancestry or disability.

Any concerns regarding the agency's compliance with these nondiscrimination efforts may be brought to the attention of the executive director at the address or telephone number listed above.

A grievance procedure is available to clients who believe that they have not received adequate services from Indiana Protection & Advocacy Services Commission.

## **Statement of Funding**

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# **CLIENT ASSISTANCE PROGRAM (CAP)**

**ADVOCACY ASSISTANCE FOR  
APPLICANTS AND CLIENTS OF INDIANA'S  
VOCATIONAL REHABILITATION SERVICES (VRS),  
BLIND AND VISUALLY IMPAIRED SERVICES (BVIS)  
AND INDIANA'S CENTERS FOR  
INDEPENDENT LIVING (CIL).**



THE PROTECTION AND ADVOCACY SYSTEM FOR INDIANA  
TO PROTECT AND PROMOTE THE RIGHTS OF INDIVIDUALS WITH DISABILITIES,  
THROUGH EMPOWERMENT AND ADVOCACY  
MEMBER NATIONAL DISABILITY RIGHTS NETWORK

## What is CAP?

The Client Assistance Program (CAP) is a federally mandated program under the Rehabilitation Act of 1973, as amended, that advocates for and protects the rights of individuals with disabilities. In Indiana, CAP is administered by the Indiana Protection & Advocacy Services Commission (IPAS) and is completely independent of Vocational Rehabilitation Services (VRS) and other programs authorized under the Rehabilitation Act of 1973, as amended (29 USC 701, et seq.).

CAP helps individuals who are having difficulty seeking or receiving services from VRS or other Rehabilitation Act programs like Indiana's Centers for Independent Living (CIL) or Blind and Visually Impaired Services (BVIS).

CAP provides assistance to individuals with disabilities in receiving services by advocating for their interests and helping them identify resources, understand procedures, resolve problems and protect rights in the rehabilitation process. CAP is established to assist with vocational rehabilitation, independent living, supported employment and other similar rehabilitation services under the Rehabilitation Act.



## Who is eligible for Client Assistance Program Services?

- Anyone seeking information, applying for services or receiving services from Indiana VRS, CILs or BVIS.
- Individuals who may be dissatisfied with the services they are receiving or who have been denied services for which they might be eligible.
- Persons needing intervention or assistance in their relationships with projects, programs and facilities providing services to them under the Rehabilitation Act of 1973.

### CAP may provide assistance through:

- Information and referral
- Technical assistance
- Training, education and outreach
- Advocacy
- Informal negotiation services
- Formal mediation services
- Representation (in selected cases)

CAP can investigate, informally negotiate and pursue administrative, legal and other remedies to ensure that client rights are protected, including assistance with administrative appeals and hearings.

## Contact CAP for help if:

- You have difficulty understanding or obtaining information about Indiana VRS, CILs or BVIS.
- You need information about rehabilitation services, including information on how to apply for and obtain services.
- You have been denied the right to apply for services.
- You are found ineligible for services and believe that you are not being offered or receiving services that you need.
- You and your counselor cannot agree upon your vocational goal or individual plan for employment.
- You disagree with a rehabilitation program, project or facility regarding the services that are being provided to you.
- You disagree with your case closure by a rehabilitation service provider.
- You disagree with the denial of a post-employment service.
- You have concerns about services provided and decisions made by program staff.
- You are not satisfied with the services you are receiving.
- You need help to understand your rights and the services available from VRS, CILs or BVIS.
- You need information on Title I (Employment) of the Americans with Disabilities Act.